



Providing Services in Carbon, Emery, Grand, and San Juan Counties

Complaint Handling Procedure

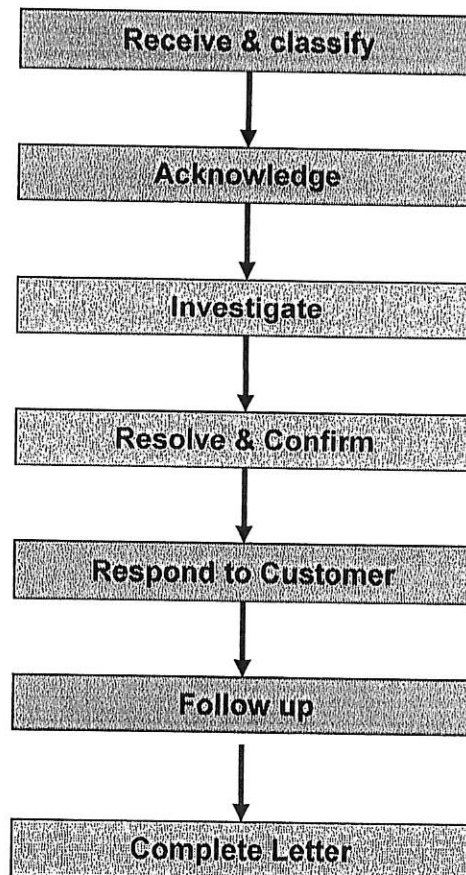
Date: 04/16/2015

Overview	<ul style="list-style-type: none"> This is the official Complaint Handling Procedure across SEUALG Community Services Programs
Objectives	<ul style="list-style-type: none"> To deliver a consistent, high-quality and accountable response to complaints across Community Services Programs among SEUALG
Services Covered	<ul style="list-style-type: none"> All Services
Groups involved	All staff and volunteers for SEUALG Community Services Programs.
Document Control	N/A
Date	April 16, 2015
Business Owner	SEUALG
Reviewed by	Geri Gamber

Update comments	Up for review.

Process Overview

The following key steps must be followed for all customer complaints received by SEUALG: Community Services Programs



The requirements for each of these steps is detailed below

1 Receive & classify

Summary

Ensure that all potential issues are captured by the organization, and classified for escalation, review and action as required.

- Any complaint, issue or negative customer interaction (whether this is formally logged by the customer or not), must be logged and classified for action.
- All of these complaints must be formally logged using the paper-based forms (see below)
- All complaints must be prioritised as follows:
 - **Priority 1 – urgent**, potential high business impact. **The SEUALG requires a response to the customer within 3 working days.**
 - Also this could be used in a situation where the customer may be in a position to influence or make public statements that would impact upon the SEUALG brand or reputation.
 - **Priority 2, - non-urgent**, lower business impact. The SEUALG requires a response to the customer within 4 working days.
 - This should be used for most complaints with individual customers, as this allows a reasonable time to collect information and produce a balanced response.
- Discretion and flexibility should be exercised in prioritising all complaints
- The staff member logging the complaint should review the complaint and its priority with the Program Manager before proceeding to the next step.
- Program Manager will decide on the appropriate person(s) to carry out subsequent steps, including the investigation.
- All Priority 1 complaints must be escalated immediately to the Executive Director.

2 Acknowledge

Summary

Ensure that every complaint receives a formal written acknowledgement, containing an expectation of when they will receive a response, and the person dealing with it.

- All complaints, regardless of priority, should receive a pro forma (see below) acknowledgement sent out 1st class mail on the day of receipt.

3 Investigate

Summary

Follow up all aspects of the complaint, both internal and external, to ensure that the key facts are identified and clarified.

- The priority of the complaint will drive the timescale for completion (3 days for urgent or 4 days for non-urgent).
- All areas of interaction and communication should be established (who, what, where, when, why etc) and documented where possible.

4 Resolve & Confirm

Summary

Ensure that the final resolution is clear and fair. Also confirm the proposed action and resolution with another senior person.

- Ensure that the proposed resolution meets corporate guidelines and does not prejudice SEUALG in any unnecessary legal or financial manner.
- Document the proposed action and discuss and agree with Program Manager.
- Discuss and review the solution from customer viewpoint to ensure fairness and clarity.
- The review should include recognition and documentation of any underlying issues that have contributed to the complaint and recommendations for actions to prevent further occurrence.

5 Respond to Customer

Summary

Provide the customer with the resolution within the timescales promised.

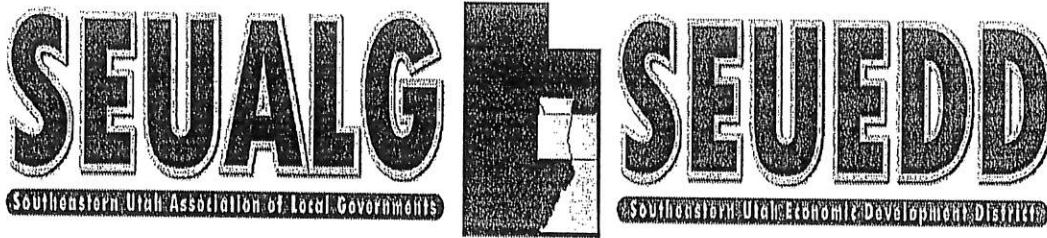
- The details of the findings and proposed resolution should be clearly explained (in written or verbal form as appropriate) to the customer- within the agreed timescales.
- If this cannot be done on time the customer should be contacted by telephone to request further time.

6 Follow up

Summary

Ensure that complaints are followed up to confirm that customers are satisfied with the response given.

- All Priority 1 complaints and 100% of priority 2 complaints must be followed up within a reasonable timescale.
- This will be carried out by the Program Manager or designated staff.
- The follow up should identify the following
 - Is the customer satisfied with the response?
 - Did they feel that their complaint was properly and fairly handled?
- Any negative responses to these questions should be referred to Executive Director for action and follow-up.

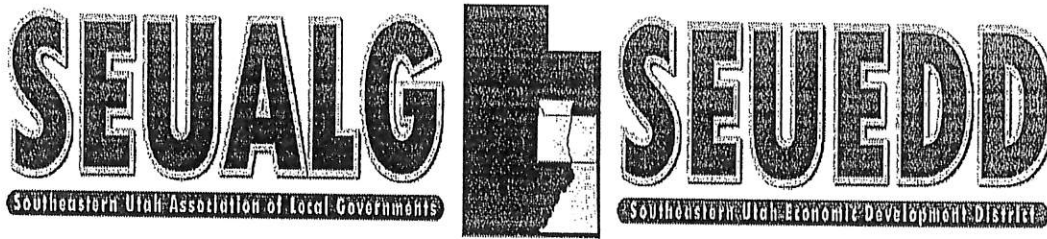


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COMPLAINT FORM

Staff Member	
Date & Time	
Complaint	
Complaint Reference No. Use Id number for customer	
Customer Name	
Customer Address	
Customer Contact number	
Program	
Product or service referred to	
Description	
Community Impact	

Priority: Urgent or Non-Urgent	
Acknowledgement: Date returned call	
Corrective action/resolution	Details of findings ad proposed solution
Resolution confirmed by	
Customer Contacted	
Customer Followed up	
Key Issues identified	
Long term actions required	



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Acknowledgement letter: Complaint

Date: _____

Dear _____

Thank you for contacting us today with your complaint/problem.

The agency regrets that you have had to do this and apologize for any inconvenience this has caused you.

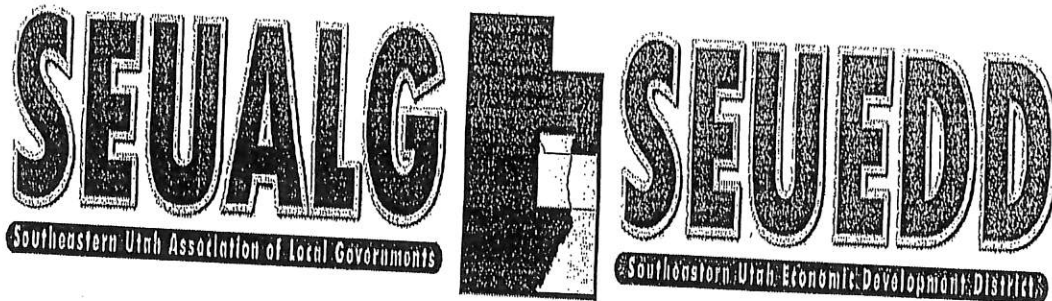
The agency views complaints as positive and helpful feedback and will do everything we can to resolve this fairly and quickly to your satisfaction.

The agency aims to respond to you within 3 days with a suitable resolution.

Should you need to contact us again regarding this matter, please call NAME and PHONE NUMBER.

I look forward to reaching a suitable resolution to this matter and thank you again for taking time to raise this with us.

Regards,



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<NAME>
<STREET ADDRESS>
<CITY> <STATE> <ZIP>

DATE:

DENIED Nonparticipation FOR TANF

Effective <APPLICATION DATE>, your application for TANF assistance has been denied because of Nonparticipation.

Complaint Procedure

1. You may present a complaint to SEUALG by taking any of the following actions:
 - a. Notify TANF Coordinator with 30 days from the date of this letter.
 - b. Call 435-613-0020 and ask for Julie R.
 - c. Email Program Manager @ ggamber@seualg.utah.gov or call 435-613-0037
2. If you have any other concerns with your TANF application, you may call 435-613-0025 and ask for the Executive Director.
3. When challenging a denial for nonparticipation please refer to this letter.

Equal Opportunity Employer Program
Auxiliary aids and services are available upon request to individuals with disabilities by calling (801) 526-9240. Individuals with speech and/or hearing impairments may call Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.